In the specification:

On page 3, line 9, add the description of additional FIGs. 3-5 as follows:

FIG. 3 is a flow chart of method steps for call assignment that may be used by the system of FIG. 1;

FIG. 4 is a flow chart of method steps that may be used for generating a target occupancy matrix by the system of FIG. 1; and

FIG. 5 is a flow chart of method steps that may be used for target occupancy repair by the system of FIG. 1.

On page 6, lines 14-17 amend the paragraph to read as follows:

FIG. 2 is a flow chart that may be followed in creating the target occupancy matrix within a matrix processor 30. Reference will be made to FIG. 2 as appropriate to an understanding of the invention.

On page 7, lines 4-11, amend the paragraph to read as follows:

C3

Where a call comes in (e.g., for work type #1) a comparison is made by a call distributor 34 of the deviation of each agent from the target occupancy for that work type. As may be seen by comparing Tables I and II, agent #4 has a target occupancy for work type #1 of 70% and an actual occupancy for work type #1 of 50%. Since agent #4 has the greatest deviation, the next call of work type #1 would go to agent #4.

On page 8, lines 20-25, amend the paragraph to read as follows:

C4

Permanent data may include a list of skill types 42 required for each work type. A list may also be provided of the work types handled by the system 10. A minimum skill level 56 may be included for each skill required for each work type. A priority number may be provided for each work type.

On page 9, lines 9-14, amend the paragraph to read as follows:

C5

Once the permanent, semi-permanent and variable data 36, 38 have been provided to the PC 11, the PC 11 may form an initial target occupancy matrix. In forming an initial target matrix, the PC 11 must determine whether an agent is qualified to be given an occupancy value for any particular work type within the target matrix.

On page 9, lines 15-25, amend the paragraph to read as follows:

C4

To determine the suitability of an agent for a work type, the PC 11 evaluates each agent's qualifications with regard to the work type. Each agent i must possess a skill level 44 which exceeds a minimum level required by the work type. In effect, the skill $ASkl(i,k)$ of agent i for skill k must exceed the skill requirement $WSkl(j,k)$ for work type j in skill k. Further, any particular work type 40 may require a skill set including more than one evaluated skill. Stated differently, for an agent to be assigned to a work type, $ASkl(i,k) \mu WSkl(j,k)$ for all k.

On page 10, lines 19-29, amend the paragraph to read as follows:

C7

Once the capability of each agent is determined, the PC 11 may form 100 an initial target matrix. To populate the matrix, the PC 11 may first retrieve a set of occupancy values entered by the user. For example, the user may enter a total occupancy $Tocc(i)$ for a particular agent i over all work types. The user may also enter an occupancy

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value ("X(i,j)") 46 for the agent i regarding one or more
work types j. Ultimately, the user could specify the
entire scope of the initial target matrix, but this is not
necessary since the PC 11 will supply occupancy values
where necessary.

On page 12, lines 24-30, amend the paragraph to read
as follows:

To populate the initial target matrix, a selection
processor 54 within the PC 11 sequentially selects agents
and randomly selects work types. The occupancy X(i,j)
given agent i to work type j may also be random or may be a
percent of total time or a fixed value, so long as the sum
of all occupancies for the agent is less than a user
specified Tocc(i) or 100%.

On page 14, lines 20 to page 15, line 13, amend the
paragraph to read as follows:

As a first step in the interative repair process, an
objective function processor 48 and repair processor 52
within the PC 11 may compute an objective function value
("computeObjectiveFunctionValue()"). The objective
function value provides a means of evaluating a new

(iterative) target matrix over a previous target matrix.
The value of the objective function may be determined as
follows:

Value=(weightFTE)(scoreFTE)+(weightSkills)(scoreSkills),

where "weightFTE" is a number indicating how important it
is to allocate the right amount of staffing to each work
type to match a predicted workload (a default value of
weightFTE may be set equal to 1), where "weightSkills" is a
number indicating how important it is to maximize the
average of aveCap(j) per work type (weighted by the agents'
occupancy for that work type) (a default value of
weightSkills may be set equal to 10), where

$$scoreFTE = \sum_{j=1}^{numOfWorkTypes} (t\arg etFTE(j) - assignedFTE(j))^2 \quad \text{and}$$

$$scoreSkills = \sum_{j=1}^{numOfWorkTypes} (aveCap(j) - bestCap(j))^2 \, ,$$

where "bestCap(j)" is the highest relative ACap(i,j) score
for the work type j.

On page 15, lines 22-28, amend the paragraph to read
as follows:

A revised target matrix is then created using the transferred occupancy. A new objective function value is determined 106 from the revised target matrix. If_an update processor 50 detects that the new objective function is smaller 108 than the previous objective function, then the change 110 in occupancy is made to the target matrix. If not, then the next agent is selected and the process is repeated.

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